GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1759
ANSWERED ON:01.08.2003
REPORT OF THE LIC BOARD COMMITTEE
MANEKA SANJAY GANDHI

Will the Minister of FINANCE be pleased to state:

(a) the specific recommendations of the Committee set up review the citizen charter of LIC alongwith rationale and reasons for each recommendation alongwith the action taken to implement each of the recommendations till date of the LIC;

(b) whether the Revised Citizens Charter of LIC has been implemented at Zonal, divisional and branch levels; and

(c) if so, the details thereof and the specific action taken to inform LIC policyholders on the contents of the LIC Citizens Charter?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI ANANDRAO V. ADSUL)

(a) The Life Insurance Corporation (LIC) of India has furnished the recommendations and action taken thereon which is annexed.

(b) & (c) : LIC has informed that the revised Citizens Charter will be formally launched on 1st September, 2003as a part of Insurance Week activities.

ANNEXURE TO LOK SABHA UNSTARRED Q. NO. 1759 BY SHRIMATI MANEKA GANDHI ON REPORT OF THE LIC E COMMITTEE TO BE ANSWERED ON 1ST AUGUST, 2003

Action Taken Report (ATR) On The Recommendations Of Committee To Review Citizens Charter Of Life Insurance Corporation O India

Recommendations	Action Taken
Computation of time lag in servicing areas	Time lags are being monitored regularly to ensure that time lags in any servicing area do not go much beyond the benchmarks fixed. The specific software for this purpose has already been developed and tested and is improved upon.
Use of Composite Index for the performance of the Branch Offices.	Composite Index concept has been re-introduced after improvement and modification at all the Branch Offices and is being used as a tool for assessment of the performance of the Branch Office.
Payment of interest in case of delayed settlement of claims.	Interest on the delayed settlement of claims is being paid at the rate specified in IRDA`s Protection of Policyholders` Interest Regulations, 2002.
Spirit of competition among Offices in rendering customer service to policyholders.	Broad based competitions in the area of policy servicing and claims are being floated regularly for motivation of employees to provide better customer service.
Strategic development of Information Technology for improvement in customer service.	All 2048 Branch Offices are fully computerized. Out of these, more than 1700 Branch Offices have been networked to provide service of premium payment facility anywhere to the policyholders.

Management Information System for monitoring service activities at Branch Offices and well defined authority/ responsibility chain accountable for improving customer service.

Periodic review of services related to policyholders is being done through a well defined system for all Offices i.e. Branch Offices, Divisional Offices, Zonal Offices & Corporate Office. Thrust area and further fine tuning are done by the top management at each Office through the system of Action Plan finalization and review.